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Abstract

The Impact of Governance Characteristics in the Job Performance in Ministry of Interior in Jordanian
"Case study"

Esmat S. Alqaralh
Mu'tah University, 2008

This study aimed to identify the impact of governance characteristics: of (participation, transparency, accountability, rule of law, efficiency, equity and responsiveness, consensus-building, and strategic vision) on job performance in Ministry of Interior in Jordanian, To achieve the objectives of the study, a developed questionnaire was designed in order to collect data. The sample of the study consisted of (289) subjects who were selected randomly. Descriptive statistic, simple regression analysis multiple regression, One Way Anova, T. test, were used to answer the questions of the study, and to test the hypotheses, The study concluded the following.

1. The interviewee's perceptions of the dimensions and characteristics of governance in Ministry of Interior in Jordanian concerned were high, and that the level of job performance of employees in the Ministry was high.
2. There was an impact for dimensions of governance characteristics (transparency, the rule of law, efficiency, equity and responsiveness, and consensus-building) on the job performance in Ministry of Interior in Jordanian.
3. There was statistically significant differences in perceptions about the characteristics of interviewee's governance attributable to demographic variables (gender, age, qualified scientific, functional title, and monthly salary).

The study recommends that the Ministry of Interior in Jordanian should strengthen dimensions of governance, and that rulers administrators convinced of the importance of such rules and regulations which help to implement, through a holistic plan, and create a regulatory environment healthy base for building governance organizations.

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3.1 [illegible]

[illegible] (Governance) [illegible] (2001 [illegible] 1989 [illegible] [illegible] [illegible] [illegible] [illegible] .(2006 [illegible])

[illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] (2000) [illegible] (47) [illegible] (120) [illegible].

[illegible] [illegible] [illegible].

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5.1 [illegible]

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6.1 [illegible]

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.2 [illegible]
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1.2

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(Governance) 1989

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(Osborn and Gaebler)

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(2003)

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(Stocker)

(Brugue. Valles. 2005)

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[illegible] - 9 [illegible] - 8 [illegible] - 7 [illegible] - 6 [illegible] - 5

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[illegible] (2001 [illegible]) . [illegible]

[illegible]

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[illegible]

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2- Rule of Law:

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3 - [illegible] :Transparency

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[illegible] .(2006 [illegible]) .[illegible]

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.(2007

4 - :Accountability

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.(2000

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(Carol &, Patty, 2007)

(Christensen& Peter, 2007)

(Allan,2006)

.(2001

1- Functional Accountability

2- Strategic Accountability

.Quality of Life

.(2001

5- Responsiveness:

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6 :Consensus Building

[illegible] (1997 [illegible]) [illegible]

7 :Equity

[illegible] (2002 [illegible]) [illegible]

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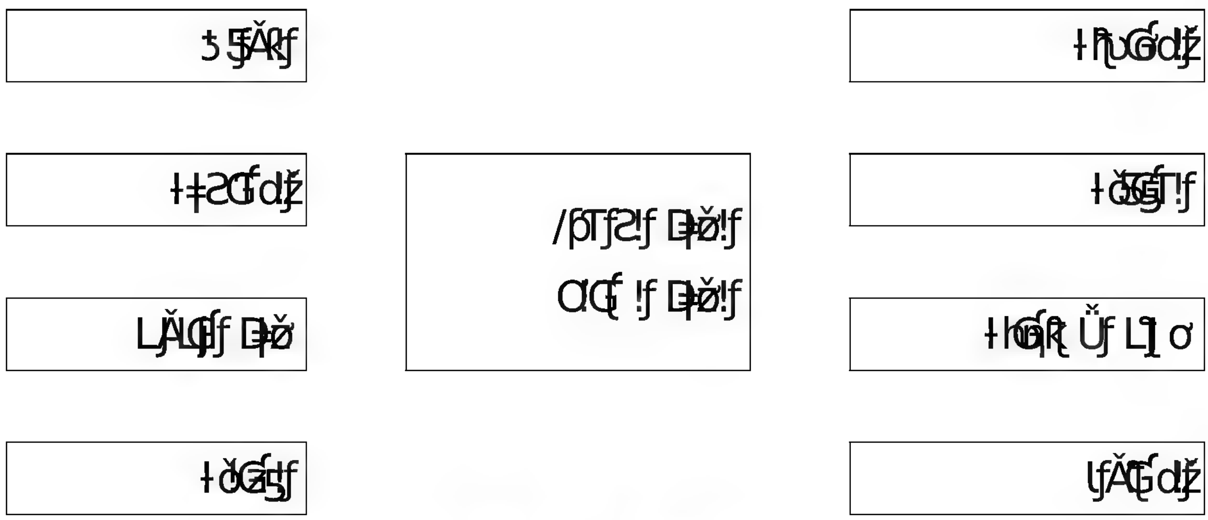
[illegible] (1997 [illegible]).

8- [illegible] :Efficiency

[illegible] (1997 [illegible]) [illegible] (2006 [illegible]) [illegible] (1997 [illegible]).

9- [illegible] :Strategicvision

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(1) [illegible]

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[illegible] (poor governance) [illegible]:

1 - [illegible] Rule of law.

2 - [illegible]

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.(2007 [illegible]

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(ThomasGilbert)

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[illegible] (1988 [illegible].

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[illegible] (2006 [illegible].

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[illegible]: [illegible] Task – Based systems [illegible]

[illegible]

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[illegible] [illegible] Social – political systems [illegible]

[illegible]

[illegible].

[illegible]: [illegible] Individual – Based systems [illegible]

[illegible]

.(1999)

(2001) :

1 - Expectation:

2 - Incentives:

3 - Resources:

4 - Skills and knowledge:

5 - Feed back:

6 - Capacity:

7 - Jop Design:

performance Evaluation Rating

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.(1983,

.(1995,

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(22) 1996).

2006

(22) 1996

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3 ǆŽĐǎƉĂŶĂ Ăůŝů ƐĂĐƚĂů.

4 ǆŽĐǎƉĂŶĂ !ĂůĂŵĂůĂĂǁĂŶĂ ĂůĂĂƉĂůĂĂĂ Ăůŝů ĂŵŶǉ.

5 ǆŽĐǎƉĂŶĂ ĂůĂĂĂĂ.

Ă!ŝĂŝĂ ŝŶŝĂ ĂůĂŝĂ Ăů ĂůĂŝ Ăůŝů Ăůŝů !ĂůŶĂŝĂ ǆŽĐǎƉĂŶĂ ĂůĂƉĂů ĂůŝŝĂ ĂůŝŝĂů ĂůĂůĂŝĂ

:ŶĂĂůĂĂŝĂ

Ă - ĂůĂŝĂůĂůĂ ĂůĂ ĂůĂ ƌ ĂůĂĂĂĂŶ ! ĂůĂĂ.

ď - ĂůĂŝĂůĂůĂ ĂůĂ ƌ ĂůĂ ĂůĂŝĂůĂŝ ĂůŝĂ ĂůĂ ĂůĂůĂůĂů.

Đ - ĂůĂĂŝĂ ĂůĂŝĂ Ă ĂůĂŝĂůĂůĂ ĂůĂĂŝĂ ĂůĂŝĂ ƌ ĂůĂůĂůĂĂ ĂůĂŝĂ ĂůĂŝĂ ĂůĂŝĂ

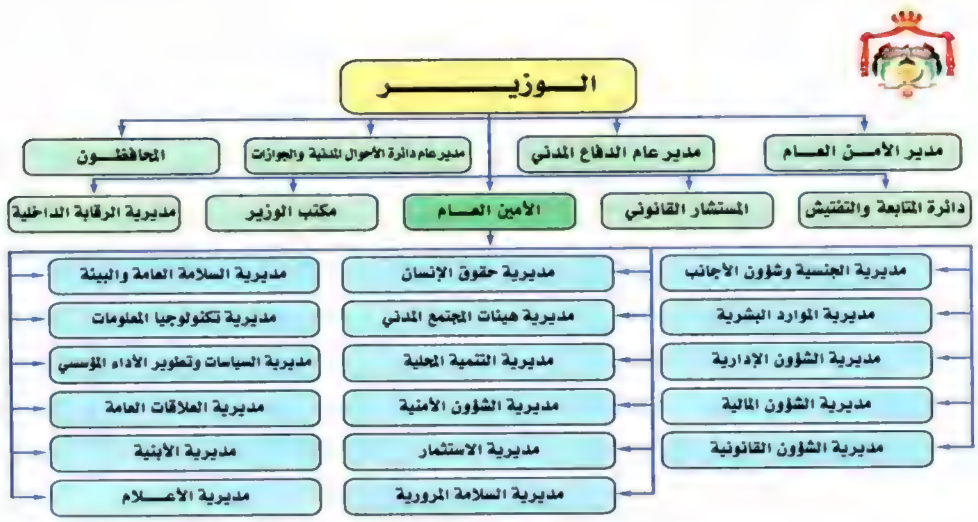
ĂůĂĂĂ.

Ě - ǆŽĐǎƉĂŶĂ ĂůĂŝĂŝĂ ĂůĂŝĂ ƌ Ăůŝů.

ŝ - ǆŽĐǎƉĂŶĂ ĂůŝĂůĂ ĂůĂŝĂůĂů ĂůĂůĂ ĂůĂůĂ (ĂůĂŝĂ ĂůĂŝĂ ĂůĂŝĂ...... ĂůĂ).

Ă - ĂůĂŝĂůĂĂŝĂ ĂůĂ ĂůĂŝĂ (ĂůĂŝĂ ĂůĂŝĂ ĂůĂ Ă ĂůĂ Ăů ĂůĂ ĂůĂ !ĂůĂ

ĂůĂĂĂĂ2006).



(2) ĂůĂŝĂ

ĂůĂŝĂůĂ ĂůĂŝĂ ĂůĂŝĂ ĂůĂŝĂ

▪ ĂůĂ: ĂůĂŝĂ ĂůĂŝĂ ĂůĂ Ă ĂůĂ ĂůĂĂĂĂ2006.

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(Keefer,2004)

(Craig,2004)

Waitkakeer

(Kauzya, 2003)

(Wooldridge,Gotz&Duvenage, 2003)

[illegible]

(Skelcher,Mathur& Smith,2003) [illegible]

(Mid town, Wist shire) [illegible]

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(Klapper & Love, 2002) [illegible]

Mallor

(Asian Development Bank,1999)

[illegible]

Piers C.and Judith H., [illegible] 2002 [illegible]

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2 - [illegible]

[illegible]

[illegible] (S.velayutham&M.Perera,2004) [illegible]

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(1) [illegible]

[illegible]

[illegible]	[illegible]
23	[illegible]
100	[illegible]
99	[illegible]
568	[illegible]
251	[illegible]
1040	[illegible]

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[illegible] (35%) [illegible] (364) [illegible] (301) [illegible] (82.69%) [illegible] (12) [illegible] (289) [illegible] (96.01%) [illegible] (79.4%) [illegible] (27.8%) [illegible] (2) [illegible].

(2) [illegible]

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[illegible]	[illegible]	[illegible]	[illegible]
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	[illegible]	89	%30.8
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	[illegible] 40-31	96	%33.2
	[illegible] 50-41	55	%19.0
	[illegible] 51	28	%9.7
[illegible]	[illegible]	112	%38.8
	[illegible]	137	%47.4
	[illegible]	40	%13.8
[illegible]	[illegible] 300	223	%77.2
	[illegible] 500-301 [illegible]	41	%14.2
	[illegible] 501 [illegible]	25	%8.7
[illegible]	[illegible]	31	%10.7
	[illegible]	130	%45.0
	[illegible]	128	%44.3

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9- 6	[illegible]
14- 10	[illegible]
18- 15	[illegible]
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26- 23	[illegible]
31- 27	[illegible]
36- 32	[illegible]
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[illegible] (Cronbach Alpha) [illegible] (4) [illegible]

[illegible] (4)

[illegible]

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0.91	[illegible]	36-1
0.87	[illegible]	5-1
0.84	[illegible]	9-6
0.86	[illegible]	14-10
0.90	[illegible]	18-15
0.89	[illegible]	22-19
0.88	[illegible]	26-23
0.87	[illegible]	31-27
0.92	[illegible]	36-32
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[illegible] (4) [illegible]

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[illegible] (spss.10).

[illegible] (Descriptive statistic Measures) [illegible]

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[illegible] (Multiple Regression Analysis) [illegible].

[illegible] (Step-wise Multiple Regression Analysis) [illegible].

[illegible] (Anova) [illegible].

[illegible] (Variance Inflation Factory) (VIF) [illegible] (Tolerance) [illegible] (Multicollinearity) [illegible].

[illegible] (Skewness) [illegible] (Normal Distributions).

8.3 [illegible]:

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[illegible]: [illegible] (2001 [illegible]).

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.ǩǰdǰǗƐǩ+ƓǰƐǮǯǆŇǰ ȥǩǰǭǩǨǤƷ ǶƼ Ơ

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ƠƮ Ăƙdž	7	0.61	3.45	ƚ!ƓǤdžƚǒƮ Ɵ	9- 6
yǆƦdž	3	0.54	3.74	ƚǒǅǆƭ!ƒ ƚǒƮ Ɵ	14- 10
yǆƦdž	1	0.51	3.98	LǍǤǆƒ ƊǂǑ ƚǒƮ Ɵ	18- 15
yǆƦdž	4	0.55	3.72	ƓǤLǍǖ ƚǫǆǭùƮ Ǚƒ ƚǒƮ Ɵ ǃ ǆǍƙƒ	22- 19
yǆƦdž	2	0.56	3.75	ƪǍǤdžƚǒƮ Ɵ	26- 23
ƠƮ Ăƙdž	6	0.65	3.47	lƓǆ!ƒ ƚǒƮ Ɵ	31- 27
yǆƦdž	5	0.58	3.62	ƚǒƞǆƧƦ Ǘƒ ƓǻƧ!ƒ ƚǒƮ Ɵ	36- 32
yǆƦdž	-	0.53	3.63	ƚǒǤǂǂơ!ƒ ƭ ƮƓ Ƥ	36- 1

ăƥùdž ƊǮŽLǆǍǂǰdž KƓǫǤǗ ƚǒǆơ!ƒ KƓƮ Ăƙdž LƊ(5)Ɗǩ ýǍƞ!ƒ Lǆǂ LƊǗùȥǆƦdžùƞƧƞKƓǤƞ ƚǒƥǆǗƒ ƚǒƊǰǆƒ lƧƨĂ Ǒ5ƚǒǤǂǂơ!ƒ ƭ ƮƓ Ƥ ƧǍƙ ƚùǒƥǆǗƒ ƚùǒƊǰǆƒ lƧƨĂ Ǒù5ƚùǒǤǂǂơ!ƒ ƭ ƮƓ ùƤ ƧǍƙ ăƥdžǑƊǰŽƠƮ Ăƙdž ǑǆǤùơ ƠùƮ Ăƙdž ù!ǍǗƒ ƚùǫǆdž LǍǤǆƒ ƊǂǑ ƚǒƮ Ɵ KƊǩž ƥǍ Ǘ(3.63)ƩƊǩŽ Ǒ5KƓǤƞǍ Ǘ(3.75)ƩùƊǩŽǑǆơ ƠƮ ĂƙdžƪǍǤdžƚǒƮ Ɵ ||!ƦǑƊǩŽ(3.98)ƩùƊǩŽ ƚùǫǆdžǑ5KƓǤƞǍ Ǘ(3.74)ƩùƊǩŽǑǆơ ƠƮ ĂƙdžǒǅǆƭƒƚǒƮ Ɵ ƚƛƓƒ ƚǫǆdž Ǒù5KƓǤƞǍ Ǘ(3.72)ƩùƊǩŽǑǆơ ƠƮ ĂƙdžǃǆǍƙƒ ƓǤLǍǖƚǫǆƦ Ǘƒ ƚǒƮ Ɵ ƚȥǆƦ!ƒ KƓǤƞǍ Ǘ(3.62)ƩùƊǩŽǑǆơ ƠƮ ĂƙdžǒƞǆƧƦ Ǘƒ ƓǻƧ!ƒ ƚǒƮ Ɵ ƚƮ dƧ!ƒ ƚǫǆdž KƓǤƞ Lǆǂ Ǒ5 Ǘ(3.47)ƩùƊǩŽǑǆơ ƠƮ ĂƙdžlƓǆ!ƒ ƚǒƮ Ɵ ƚƮ ƥǤ!ƒ ƚǫǆdžǑ5 Ǒù5 KƓǤƞǍ Ǘ(3.45)ƩùƊǩŽǑǆơ ƠƮ Ăƙdž!ƓǤdžƚǒƮ Ɵ ƚȥǆơ!ƒ ƚǫǆdžǑ5 LƊ|| ù!ƦƧƮ ùǆǍ Ǘ(3.32)ƩùƊǩŽǑǆơ ƠƮ ĂƙdžǂƧƓdžƚǒƮ Ɵ lƧƤǗƒ ƚǫǆdž ƧǍùƊǩŽƊǍǂǆdžƒƦǉLƒǍ ǗƚǒƊǰǆƒ lƧƨĂ Ǒ5ƚǒǤǂǂơ!ƒ ƭ ƮƓ ƤƞƧǑǂƊǩǨǆ||ƓǰǰƞǰǰƠƠƤdžǑƠƮ ƭdžŷǂƬǂƧƨǍƒ Ǒ5.

[illegible]

[illegible]

[illegible] (6)

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	3	0.93	3.27	[illegible]	.1
[illegible]	4	1.01	3.24	[illegible]	.2
[illegible]	5	0.95	3.11	[illegible]	.3
[illegible]	2	0.94	3.37	[illegible]	.4
[illegible]	1	0.91	3.59	[illegible]	.5
[illegible]	-	0.64	3.32	[illegible]	5-1

[illegible] (6) [illegible] (3.32) [illegible] (0.64) [illegible] (1) [illegible] (3.59) [illegible] (0.91) [illegible] (3) [illegible] (3.11) [illegible] (0.95) [illegible]

[illegible] (5) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] (7)

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	1	0.97	3.67	[illegible]	.6
[illegible]	4	1.02	3.16	[illegible]	.7
[illegible]	2	0.94	3.52	[illegible]	.8
[illegible]	3	0.95	3.45	[illegible]	.9
[illegible]	-	0.61	3.45	[illegible]	9-6

[illegible] (7) [illegible] (3.45) [illegible] (0.61) [illegible] (6) [illegible] (3.67) [illegible] (0.97) [illegible] (7) [illegible] (3.16) [illegible] (1.02) [illegible] (6) [illegible]

[illegible] (8 [illegible]
[illegible]
[illegible]
[illegible]

[illegible]:

(8) [illegible]

[illegible]

[illegible].

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
.10	[illegible]	3.79	0.94	3	[illegible]
.11	[illegible]	3.82	0.93	1	[illegible]
.12	[illegible]	3.79	0.98	4	[illegible]
.13	[illegible]	3.81	0.96	2	[illegible]
.14	[illegible]	3.49	1.04	5	[illegible]
10 - 14	[illegible]	3.74	0.54	-	[illegible]

[illegible] (8) [illegible]
[illegible] (0.54) [illegible] (3.74) [illegible]
[illegible] (11)
[illegible] (3.82) [illegible]
[illegible] (14) [illegible] (0.93) [illegible]
[illegible]

[illegible] (1.04) [illegible] (3.49) [illegible]
(14) [illegible]
[illegible]
[illegible]
[illegible]
[illegible]
[illegible].

[illegible]:

[illegible] (9)

[illegible]

.[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	1	0.86	4.15	[illegible]	.15
[illegible]	3	0.88	4.02	[illegible]	.16
[illegible]	2	0.85	4.07	[illegible]	.17
[illegible]	4	0.99	3.67	[illegible]	.18
[illegible]	-	0.51	3.98	[illegible]	18-15

[illegible] (9) [illegible]
[illegible] (0.51) [illegible] (3.98) [illegible]
[illegible] (15)
[illegible] (4.15) [illegible]

ﺗﻮﭬﻌﺪﻘﺎ ﮐﺎﭬﯿﺎ ﯽﮔﭼﺎﺩﻌﺎ ﯾﻟﮕﻘﮑ (18) ﺩﮐﮋ ﻠﭬﺑﺎ ﮐﮏﻉ ﮒﭬ ﯽﮔﻙ(0.86)

ﺗﻮﻫﻌﺪﮋ ﯽﻮﮔ(ﮐﮏﭬﻃﮏﺎ ﻙﮒﮓﺎ!ﺎ ﻳﺪﮋﻳ ﺔﮏﮑ ﯽﮑﺎ ﺗﯿﺕ ﻃﺜ!ﺎ ﺩﮋ!ﮏ ﺩﮋ ﮐﮋﮑ

ﺓ ﺎﺓﻮﺃﮕﺎ ﻙ(3.67) ﻉﻮ ﺩﮋﭬﻮﺄ ﺕﻮﺖ ﺎﮐﺩﮋ ﮕﻮﺯ!ﮓ ﺂﻮﻨﮐﺎﺓ|ﮔ ﮒﮔ ﻻﺔﭬﻲﺎ

ﺂﻮﻨﮐﺎﺓ|ﮔﻳﺪﮋ! ﺗﮑﻬ!ﺎ ﮐﮏﺕ ﺎﮐﺩﮋ ﮒﺩﻳﺎ!ﺎ ﮒﺪﮋﮔ ﮏﮋ ﻙ(0.99)ﻱ ﺔﮏﺩﮋ

ﻄﮕﻬﺖ ﺩﮋﭬ ﮏﮋﺗﮏ ﺎ! ﺕ ﺎﮏ ﻃ ﮒﺩ ﺩﮋﺓﻃﮏ ﮏﮋﮋﺯ ﺩﮋﻳﺔﮏ ﮐﮏﻉ ﻄﮕ!ﮓ

ﮒﺪﮋﮑﮕ ﺕ ﺔﮋ ||ﮏﮒﮒ||!ﮑﺔ ﮏﮏﺯﮋﺩﮋﻳﺔﮏ ﮐﮏﻉ ﮕﭷﮒﮏﺎ ﺩﮏ ﺗﮑﺕ ﮏ

ﺗﻮﺩﮋﮒﺎﺎ ﮒﮒﺎﻮ|!ﺎ ﺩﮏﮋﻮﺃﻬﺩﮏﺎ ﺩﮋﻚﺎ ﻱ ﺩﮋﺗ ﮏﺎ ﻠﺎﺎ ﯽﮔﮒﺩﮋﺎ ﻳﻬﮓ

ﻨﻮ ﺔﺓ ﻱ ﺔﺎﭬﺎ ﺩﮏﮒﻮ!ﺎ ﮐﺎﺔﺓﮒﺎ ﺗﺕ ﮏ ﻠﺎﺓﺎ ﯽﮔﮏﻳﺎﺩﮋ ﮐﮏﺩﮋﮏﺎ

.ﮏﺩﮋﻳﮕﺯ!ﺎ ﺗﺪﮋﻮﺩﮋﮏﺩﮋﮏﮋﻃﮋ

:ﮔﺓﻨﮏﮋﮒﮏﮒﮐﮏﺯ ﮐﮏﻧﺕ ﮏﺕﺎ ﺩﮋﮏ

(10) !ﮓ ﻮﻨﮓﻟ

ﺩﮋﻨﮏﮏﮋ ﮓﻨﺕ||ﻬﮓﻳﺩﮋ ﺎﮓﮕﮋﮐﻨﻬﮏ ﮏﮏﻟ ﮏﮋ ﻨﺩﮋﮋ

.ﮔﺓﻨﮏﮋﮒﮏﮒﮐﮏﺯ ﮐﮏﻧﺕ ﮏ||

ﺎﮐﺕ ﺩﮋ	ﻳﮋﮐﺎ	ﺓ ﺎﺓﻮﺃﮕﺎ ﻱ ﺔﮏﺩﮋ	ﺕ ﺎﮐﺩﮋ ﯽﮏﻬ!ﺎ	ﻠﭬﺑﺎ ﺎﮐﻮﺡ	ﺩﮋ ﻠﭬﺑﺎ
ﻳﺔﮏﺩﮋ	3	0.97	3.72	ﻳﺪﮋﺩﮋ ﮐﮏﮔﻳﺪﮋ ﻳ!ﮏﺩﮋ ﮐﮋﮑﺗﻮﭬﻌﺪﻘﺎ ﻠﭬﺎ ﻳﺎﮏ	.19
ﻳﺔﮏﺩﮋ	4	1.00	3.58	ﮐﮏﮔﺓ ﺩﮋﮐﺩﮋﮐﮏﮏ ﻱ !ﮓﺗﻮﭬﻌﺪﻘﺎ ﻠﭬﺎ ﮐﺎﺓﺓﭘ ﻳﮑﮏ ﻳﺪﮋﺩﮋ	.20
ﻳﺔﮏﺩﮋ	2	0.94	3.77	ﺕﮏ ﻮﺩﮋ ﮒﻬﺖ ﮐﺎﺗﻮﭬﻌﺪﻘﺎ ﻠﭬﺎ ﯽﮔﮒﺩﮋﺎ ﻳﺎﮏ ﯽﮒﻮﺩﮋ ﻳﺪﮋﺩﮋ ﮐﮏﺕ ﮐﺩﮋﺩﮒﮏﺎﺩﮋﺎ ﺗﻮﺔﮏﺩﮋ ﺗﺪﮋﺎ ﺗﻮﺩﮋﺩﮋﺖ ﮐﮋﮑﺓ ﮕﻨ	.21
ﻳﺔﮏﺩﮋ	1	0.90	3.81	ﮐﻮﺗﻃﺩﮋ ﻳﮓ! ﺗﮋﺗ ﻭ ﺎﮏﺎﺗﻮﭬﻌﺪﻘﺎ ﻠﭬﺎ ﺩﮋﮏ ﻳﺪﮋﺩﮋ ﮐﮏﮔﺗﮔﮏ ﮒﮓ	.22
ﻳﺔﮏﺩﮋ	-	0.55	3.72	ﺩﮋﺎ ﺕ ﺎﮐﺩﮋ	19 -22

ﺖﻮ ﺩﮋﮐﮋ ﺔﻮﮐﺩﮋ ﺂﻮﻨﮐﺎﺓ|ﮔ ﺩﮋﺎ ﺕ ﺎﮐﺩﮋ ﮒﺩ(10)ﺩﮋ ﻳﺎﮕ!ﺎ ﮒﺪﮋﮑﮕ

ﮐﺩﮋ ﮕﺎ ﻙ(0.55)ﻱ ﺔﮏﺩﮋﺓ ﺎﺓﻮﺃﮕﺎ ﻙ(3.72)ﺩﮋﮔﮐﺎ ﮏﮏﮒﺗﮏﮏ ﺎﺗﺕ ﮏﻮ

ﮒﮕﻬ ﮐﻮﺗﻃﻮﺩﮋ ﻳﮓ! ﺗﮋﺗ ﻭ ﺎﮏﺎﺗﻮﭬﻌﺪﻘﺎ ﻠﭬﺎ ﺩﮋﮏ ﮏ (22) ﺩﮋ ﻠﭬﺑﺎ

[illegible] (3.81) [illegible] (20) [illegible] (0.90) [illegible] (1.00) [illegible] (3.58) [illegible]

[illegible]

(11) [illegible]

[illegible]

No.	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
.23	[illegible]	3.73	0.90	3	[illegible]
.24	[illegible]	3.63	0.99	4	[illegible]
.25	[illegible]	3.91	0.97	1	[illegible]
.26	[illegible]	3.75	0.96	2	[illegible]
- 23 26	[illegible]	3.75	0.56	-	[illegible]

[illegible] (11) [illegible] (25) [illegible] (0.56) [illegible] (3.75) [illegible]

[illegible] (0.97) [illegible] (3.91) [illegible] (24) [illegible] (0.99) [illegible] (3.63) [illegible].

[illegible]:

(12) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	1	0.98	3.63	[illegible]	.27
[illegible]	2	1.01	3.60	[illegible]	.28
[illegible]	3	0.99	3.51	[illegible]	.29
[illegible]	4	1.02	3.35	[illegible]	.30
[illegible]	5	1.04	3.28	[illegible]	.31
[illegible]	-	0.65	3.47	[illegible]	31-27

[illegible] (12) [illegible]

(27) [illegible] (0.65) [illegible] (3.47) [illegible]

[illegible]

(3.63) [illegible]

[illegible] (31) [illegible] (0.98) [illegible]

[illegible]

[illegible] (1.04) [illegible] (3.28) [illegible]

[illegible]

[illegible] (29 [illegible] 28 [illegible] 27) [illegible]

[illegible]

[illegible]

[illegible].

[illegible]:

(13) [illegible]

[illegible]

[illegible].

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
.32	[illegible]	3.56	0.99	4	[illegible]
.33	[illegible]	3.82	0.93	1	[illegible]
.34	[illegible]	3.51	0.95	5	[illegible]
.35	[illegible]	3.61	0.98	2	[illegible]
.36	[illegible]	3.57	0.97	3	[illegible]
36-32	[illegible]	3.62	0.58	-	[illegible]

[illegible]

(14) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
.37	[illegible]	4.16	0.92	3	[illegible]
.38	[illegible]	4.14	0.94	4	[illegible]
.39	[illegible]	4.34	0.89	1	[illegible]
.40	[illegible]	4.01	0.88	7	[illegible]
.41	[illegible]	4.08	0.96	6	[illegible]
.42	[illegible]	4.11	0.95	5	[illegible]
.43	[illegible]	3.78	0.98	9	[illegible]
.44	[illegible]	4.20	0.93	2	[illegible]
.45	[illegible]	3.97	0.97	8	[illegible]
.46	[illegible]	3.76	0.99	10	[illegible]
46-37	[illegible]	4.06	0.53	-	[illegible]

[illegible] (14) [illegible] (13) [illegible] (4.06) [illegible]

[illegible] (39) [illegible]
[illegible] (44) [illegible] (4.34) [illegible]
[illegible] (4.20) [illegible]
[illegible] (37) [illegible]
[illegible] (38) [illegible] (4.16) [illegible]
[illegible] (4.14) [illegible]
[illegible] (46) [illegible]
[illegible] (3.76) [illegible]
[illegible]
[illegible].

[illegible] 2.4:

[illegible]
[illegible]
[illegible]:
[illegible]
(VIF) [illegible] (Multicollinearity)
[illegible] (Tolerance) [illegible] (Variance Inflation Factory)
(VIF) [illegible]
[illegible] (0.05) [illegible] (Tolerance) [illegible] (10) [illegible]
[illegible] (Normal Distribuation) [illegible]
[illegible] (Skewness) [illegible]
[illegible] (14) [illegible] .(1) [illegible].

(15) [illegible]

[illegible]

Skewness	Tolerance	VIF	[illegible]
0.211	0.395	3.119	[illegible]
0.209	0.374	3.491	[illegible]
0.129	0.287	5.102	[illegible]
0.347	0.381	2.789	[illegible]
0.259	0.326	3.891	[illegible]
0.966	0.317	1.150	[illegible]
0.310	0.522	1.915	[illegible]
0.306	0.296	1.380	[illegible]

[illegible] (VIF) [illegible] (Tolerance) [illegible] (5.102 - 1.150) [illegible] 10 [illegible] (0.522 - 287 .0) [illegible] (Multicollinearity) [illegible] (1) [illegible] (Skewness) [illegible]

[illegible]

(16) [illegible]

[illegible] (Analysis Of variance) [illegible]

[illegible] F	F [illegible]	[illegible]	[illegible]	[illegible]	[illegible]
0.000	*132.89	14.936	119.484	8	[illegible]
		0.112	31.469	280	[illegible]
			150.953	288	[illegible]

* [illegible] (0.0001=α)

$0.786 = (R^2)$ ýƥżdž ƥǤƥơƘƒ ýdžǤǼdž

$0.890 = R$ ƗdžǤǷ

Ɨǿǘř ƧǥƒƧǤƀƤǓ ƜƚǨǍdžǰƒƗǿǔƪ ƘǤǼǘ(16) ƊǥǛ ýǍƥƞƘǤǕżdžƊǰdžƊǰǼǙ

ƗǍǍƥƞ!ƒ ƢǥǰǷƊƶ(194.200) ƗƷǤǍǍƗǍƗơdžƶ(F) ƗdžǷƳǤǛƧƒ ǰƒǤǿǛƒǰǍǓƒ

ýǍƥƞ!ƒ Σ ǥƊƊǰǼǿƘǍǓ(280 Ǔ8) ƗǿƧơƘǤƧǍ(0.01 ≥ α) Ɨ!ǓƥăǍƦdžǰƊƶ

ƙƧƒƥǓƙdžǤǥdžǛǓǥǍƜƚǍǓdžǰƒƗǓNǰǑƼ(ƗǍƥǏƒ ƒ ǤƒƤ) ýƙƦdžǰƧǼǥdžǰƊƤ

ƗǓƝǍǥdžǰǿǕǥƚǍǼǑǏǍǓ(ǑǥƊǍƒ ƤƥǓƒ) ƗǤƒƧǼǥdžǰǑƼƊǤƒƥƊdžǰ%78.6)

ƝǤƊǍǍǓƗǤƘƒƧǼǥdžǰǑƼýƙƦdžǰƧǼǥƊƶǤǑǰǥƢƙƏǰƊƤǰƊƶýƥǙǤǰǰǤǥƊ

.ƗƝƒƧƥƒƘǤǿƧƼƧǤƀƒýǑƦƊƜƚǍǓdžǰƒƗǿǔƪ ƘǤǼǰƊƶ

(17) !ǥƥǓNǰƙ

ƫ ǤƤƢǓǥƊƥǍǘƊƊǓƥǤƒƥƦƤƥǤƒǓǤǿƘƊǍƥƧǿǥƐǿǓƤǤƒǤdž

.ǰǼǑNƗƤǓǰƷƙƤƢƊƥǤƒƥƒǤǤƙǑƥǰǥƥ

ăǍƦdž t Ɨ!Ǔƥ	tƗdžǷ Ɨǯơdžƶ	Beta	ƢƤ!ƒ ǰƧǤżdž	B	ƗǍǍƥǏƒ ƒ ǤƒƤ
0.185	***1.327	0.083	0.052	0.069	ƗƗƧǤdžǰƗǿƪƤ
0.613	***0.506	0.027	0.046	0.023	Ɨ!ǤǤdžǰƗǿƪƤ
0.029	**2.203	0.153	0.063	0.139	ƗǿǥƒƗǿƪƤ
0.000	*6.752	0.408	0.059	0.400	ƊǍǤƒƊǥƗǿƪƤ
0.000	*5.136	0.393	0.069	0.353	ǑǥǍƦƒƤǤǍƗǘƦǓƒƗǿƪƤ
0.028	**2.214	0.209	0.085	0.189	ƙƒǤdžǰƗǿƪƤ
0.021	**2.326	0.244	0.093	0.216	ƙǤǥƒƗǿƪƤ
0.180	***1.345	0.107	0.069	0.093	ƗǿƞǥƧƦǓƒǤƧƒƗǿƪƤ

(0.01≥α) ăǍƦdžǰƊƶǤǤơƗ!ǓƥƘƒƦ*

(0.05≥α) ăǍƦdžǰƊƶǤǤơƗ!ǓƥƘƒƦ**

(0.05≥α) ăǍƦdžǰƊƶǤǤơƗ!ƥƧǥ ***

[illegible]

(17) [illegible]

[illegible] (5.136) [illegible] (t) [illegible] (0.01≥α) [illegible]

[illegible]

(17) [illegible]

[illegible] (1.345) [illegible] (t) [illegible] (0.05≥α) [illegible]

Stepwise Multiple [illegible] Regression [illegible]

[illegible] (18) [illegible] %72.6) [illegible]

[illegible] %77.9) [illegible]

(18) [illegible]

[illegible] "Stepwise Multiple Regression" [illegible]

[illegible]	[illegible]	R^2 [illegible]	[illegible]
0.000	9.129	0.726	[illegible]
0.000	8.301	0.779	[illegible]

(0.05 =α) [illegible] *

[illegible]

(19) !ɱƥ üƝǬƚǋ

ƕǂƠƚƩƔƥƦƝǏ ǯ (ƕǜƨƹǨƚƫ ǭ ƠƝǭƌƝǤǈƚ ǭƝƗƚǁƞƖƚüǂƐ

ƕƺƥƷƝǍǭǋƚ ǭƚǂƚǐƖƚƕƴǔ ƕǜƞƚƐ

ăȂƚ dž ƚ!Ǘƥƒ	(F)ƚ dǽ	Ʊƚ Ăƙdž Kǘăƨdž	YĂdžǂdž Kǘăƨdž	KǘƢƨƥ ƚǣƨo!ƒ	Lǯƞƒ Ƨƥƚ dž	ýǀƚ dž Ƨǯƙdž
0.01	*8.07	3.420 0.424	10.260 120.729	(285 Ü3)	KǘǍdžǂdž Lǯǿ KǘǍdžǂdž ýPƒƥ	Ƨdžƒ
0.000	*7.06	3.082 0.436	6.163 124.826	(286 Ü2)	KǘǍdžǂdž Lǯǿ KǘǍdžǂdž ýPƒƥ	Ŏdžƚ ýƝƥdž
0.001	*11.28	4.787 0.425	9.575 121.414	(286 Ü2)	KǘǍdžǂdž Lǯǿ KǘǍdžǂdž ýPƒƥ	ŎǥǙĂƒ Ǐ ƚdž
0.20	*10.36	4.423 0.427	8.846 122.143	(286 Ü2)	KǘǍdžǂdž Lǯǿ KǘǍdžǂdž ýPƒƥ	Ǐ ƧnƬ!ƒ ƔƙƧ!ƒ

(α ≤ 0.01) ăȂƚ dž ƚƞƚ Ʊƚ!Ǘƥ Kƒƚ*

YĂùLƒ Ƨù ǯƙdžǴƚ ǂƚǁ ƚǀǍ!ƒ ƚ ƚ P! LǯĂǈdž KƒƧĂƬ ƙŎƼKǘǍƧƒ :ǗƝƚ

:ŎƸǘǂǗƒ

KƒƚKǘǍƧƼƥ ƞĂŏ ƝƚǏ !ǫ(19)ƚ ýĂƞ!ƒ ŎƼƚ ƚ ƠǗƒ KǘǗƶdž ƧŏTk

YĂƒ Ƨǯƙdžăƶƶk(ƚǀǍ!ƒ ƚ ƚ P)ĂơLƚLǯĂǈdž KƒƧĂƬ ƚ ƚ ƠǫƚǗƥ

(t)ƚ dǽ KǯƚǗƚĂƞ!ƒ ǂƚdǽ LƸ ƚĂƚ ơdž(t)ƚ YƚƧƒ Ɣƞƞƚ !ƚĂ (ŎƸǘǂǗƒ

ƥùƞĂkǗ ƝƚLƚ ùƚ LƚŎƚĂ Üŏǘ Ƨƒ Ư ƼŎǘ ƚŏǘƚǗ(3.86) ƚĂ ơdž

ăƶƶk(ƚǀǍ!ƒ ƚ ƚ P)ĂơLƚLǯĂǈdž KƒƧĂƬ ƙŎƼƚ ƚ ƠǫƝǗƥ KƒƚĂƧƼ

KùLǂ Σ LƚƚƚƚƚĂƧƒ Lƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚƚ

.(3.40)ƚ ƠǗƒ ƚǂƚ Ʊƚ ĂƙdžǗ(3.73)ƧĂƚƒ

(20) [illegible]

[illegible] (t) [illegible]

[illegible]	(t) [illegible]	[illegible]	[illegible]	[illegible]	[illegible]
0.000	3.86 *	0.64 0.70	3.73 3.40	[illegible] [illegible]	[illegible]

(α ≤ 0.01) [illegible] *

[illegible] (19) [illegible] (F=8.07) [illegible] (α =0.01) [illegible] (α =0.000) [illegible] (20) [illegible] 30 [illegible] 51) [illegible] (3.51) [illegible] 30) [illegible] 51) [illegible] (4.05) [illegible] (40-31) [illegible] (40-31) [illegible] 51) [illegible] (4.05) [illegible] 51) [illegible] (3.54) [illegible] 51) [illegible] (50-41) [illegible] 30 [illegible] 50-41) [illegible] (3.51) [illegible] 30) [illegible] 50-41) [illegible] (3.94) [illegible] (40-31) [illegible]

[illegible] (40-31) [illegible] (50-41) [illegible] (3.94) [illegible] (50-41) [illegible] (3.54) [illegible] (50-41).

[illegible] (21)

[illegible]

[illegible]

[illegible] 51	[illegible] 50-41	[illegible] 40-31	[illegible] 30	[illegible]	[illegible]
*0.54	*0.43	-	-	3.51	[illegible] 30
0.51	*0.40	-	-	3.54	[illegible] 40-31
-	-	-	-	3.94	[illegible] 50-41
-	-	-	-	4.05	[illegible] 51

($\alpha \leq 0.05$) [illegible]*

[illegible]: [illegible]

[illegible] (19) [illegible] ($F=7.06$) [illegible] ($\alpha = 0.01$) [illegible] ($\alpha = 0.000$) [illegible].

[illegible] (21) [illegible] (3.81) [illegible] (3.44) [illegible]

[illegible] (3.71) [illegible]

[illegible] (3.44) [illegible].

(22) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
*0.37	*0.27	-	3.44	[illegible]
-	-	-	3.71	[illegible]
-	-	-	3.81	[illegible]

* [illegible] $(\alpha \leq 0.05)$

[illegible]

[illegible] (19) [illegible] $(F=11.28)$ [illegible] $(\alpha = 0.01)$ [illegible] $(\alpha = 0.000)$ [illegible].

[illegible] (22) [illegible] (3.93) [illegible] (3.42) [illegible]

[illegible] (3.71) [illegible]
[illegible] (3.42) [illegible].

(23) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
-	-	-	3.93	[illegible]
-	*0.29	-	3.71	[illegible]
-	-	*0.51	3.42	[illegible]

$(\alpha \leq 0.05)$ [illegible]*

[illegible] (19) [illegible] (F=10.36) [illegible] $(\alpha = 0.01)$ [illegible] $(\alpha = 0.000)$ [illegible].

[illegible] (24) [illegible] 300 [illegible] 501 [illegible] 501 [illegible] 300 [illegible] (4.01) [illegible] 501 [illegible] (3.54) [illegible] 300 [illegible] 500-301 [illegible] 500-301 [illegible]

[illegible] (300 [illegible]) [illegible] (3.95)
.([illegible] 500-301) [illegible] (3.54) [illegible]

(24) [illegible]

[illegible]

[illegible] 501 [illegible]	[illegible] 500-301 [illegible]	[illegible] 300	[illegible]	[illegible]
*0.47	*0.41	-	3.54	[illegible] 300
-	-	-	3.95	[illegible] 500-301 [illegible]
-	-	-	4.01	[illegible] 501 [illegible]

(α ≤ 0.05) [illegible]*

4. [illegible]:

[illegible]

(Skelcher, et.al, 2003)

(Craig,2004)

(Sansom,2001)

(2007

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(t) ... $(0.05 \geq \alpha)$ ... (2.326) ...

(t) ... (2.214) ... $(0.05 \geq \alpha)$ ...

(t) ... (5.136) ... $(0.01 \geq \alpha)$ ...

... (Craig,2004) ...

(t) ... (1.345) ... $(0.05 \geq \alpha)$.

Stepwise Multiple

%72.6) Regression

%77.9)

51)

50-41)

500-301)

501

5. 1

(289)

.(0.92 (Cronbach Alpha Equation)

(%79.2)

5. [illegible]

[illegible]:

1. [illegible]
2. [illegible]
3. [illegible]
4. [illegible]
5. [illegible]:
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http://www.pogar.org/arabic/governance/arabgov-asp

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[illegible] (1998) [illegible]

[illegible] (2004) [illegible]

[illegible] (2007) [illegible]:
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[illegible] (2004) [illegible]

[illegible] (2000) [illegible]

[illegible] (2006) [illegible] (27- 25).

[illegible] (2001) [illegible] (361- 259) [illegible]

[illegible] (1995) [illegible]

[illegible] (2004) [illegible]

[illegible] (2001) [illegible] (202- 139) [illegible]

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[illegible] (2000) [illegible]

[illegible]

.(2000) [illegible] (47) [illegible]

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[illegible] (2005) [illegible]

21 - [illegible]

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[illegible] (1984) [illegible]

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[illegible] (2007) [illegible]

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[illegible] (2006) [illegible]

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الملحق (أ)

أداة القياس (الاستبانة)

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	☐ **41 -50 [illegible]**	☐ **51 [illegible]**	
3- [illegible]	☐ [illegible]	☐ [illegible]	
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5- [illegible]	☐ 300 [illegible]	☐ 301-500 [illegible]	
	☐ 501 [illegible]		

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